

Daftar Pustaka

- Michael L Smith and James Erwin. (t.thn.). *Role & Responsibility Charting (RACI)*.
- AGISNA, M. M. (2014). *Tugas Akhir : Perancangan Information Technology Service Management (ITSM) Architecture Berbasis Togaf 9.1 ADM dan ITIL V3 Service Design (Studi Kasus : Telkom University)*. Bandung: Telkom University.
- BMC Software. (2011). *BMC Remedy IT Service Management Concepts Guide*. United States: BMC Software.
- Dipl.-Ing. Stefan Kempter & Dr. Andrea Kempter. (2013). *Introduction ISO 20000 and the ITIL® - ISO 20000 Bridge*. Germany : IT Process Maps GbR.
- Grembergan, W. V. (t.thn.). *The Balanced Scorecard and IT Governance*. IT Governance Intitute.
- Hiong, C. H. (2008). *Implementing an IT Service Management Architecture*. Bangkok: IBM.
- ISACA. (2015, Maret 30). *COBIT Assessment Programme update*. Diambil kembali dari ISACA: <http://www.isaca.org/Knowledge-Center/Blog/Lists/Posts/Post.aspx?ID=160>
- ISO/IEC. (2003). *ISO/IEC 15504-Software engineering -Process assessment- Part 2 : Performing an assessment*. Switzerland: ISO/IEC.
- ISO/IEC. (2005). *ISO 20000-1 Information technology — Service Management- part 1 : Specification*. Switzerland: ISO/IEC.
- ISO/IEC. (2005). *ISO 20000-2-Information technology — Service management- Part 2 :Code of practice*. Switzerland: ISO/IEC.
- ISO/IEC. (2012). *ISO/IEC 15504- Information technology - Process assessment - Part 8 : An exemplar process assessment model for IT service management*. Switzerland: ISO/IEC.
- ISO/ISC. (2010). *ISO/ISC 20000-4-Information technology-Service management- Part 4 : Process reference model*. Switzerland: ISO/ISC.
- ITSS Telkom Indonesia. (2014). *Information Technology service solution*. Indonesia: Telkom Indonesia.

- Office of Government Commerce. (2011). *An Introductory Overview for ITIL*. London: Office The Stationary.
- Office of Government Commerce. (2011). *Service Transition*. London: The Stationary Office.
- Pharro, R. (2012). *ISO/IEC 20000 White Paper*. Buckinghamshire: APMG-International.
- Provance Technologies. (2010). The Benefits of Combined IT Service Management and IT Asset Management. *A Provance White Paper*, p. 3.
- Ron, S. (2006). *IT Governance A Framework for Performance and Compliance*. Japan.